

DCA13MA120

Human Performance Factual Report

Addendum 1

Attachment 4

“Instructor (CRM)” slideshow seen by the PM during instructor CRM training in 2013

(8 pages)



**ASIANA AIRLINES**

A STAR ALLIANCE MEMBER

7

# Instructor (CRM)

2013.01



## ➤ 1. Introduction

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A. CRM training effectiveness

B. “HUMAN IS UNSTABLE “ → **Human beings need help**

Needs team and consideration

C. TEAM → **LEADER** → **LEADERSHIP**

RATIONAL **LEADERSHIP**, SENTIMENTAL  
**LEADERSHIP**

D. Offspring/Student Education : Need to be encouraged

見 危 授 命

逢 山 開 道    遇 水 架 橋

率 先 垂 範 / 常 山 蛇 勢

- Leadership as a father
  - My 'IMAGO'

## ➤ 2. Definition of Sentimental Leadership

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A. Sentimentalism : Ability to have feelings in accordance with extra-stimuli

※ Basis of Charisma, Vision and Strategy is sentiment.  
(Daniel Goleman : Creator of EQ)

### B. SENTIMENTAL LEADERSHIP

**Ability to improve organization's sentimental ability through making natural relationships with constituents by trying to understand themselves as leaders first and then understand and consider sentiments of constituents.**

○ Do you introduce yourselves with first officers?

### ➤ 3. Methods for creating Sentimental Leadership

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#### A. Self-control

Understand and control yourself

#### B. Create trust in the organization

Show respect and trust from the bottom of constituents' heart.

#### C. Personal interest and consideration

Make constituents impressed by giving them coincidental consideration for presents.

#### D. Creation of positive organizational sentiment

Create amiable relationships among constituents of the team





## 7 4. Closing (Let's become a good leader and instructor)

- MODEL

- HELPER

- MENTOR